

**E1.3 Community Agreement Report:  
Englands Road and Isles Drive  
works – EPL 21766**  
Revision A - Coffs Harbour Bypass

FERROVIAL GAMUDA JOINT VENTURE

# VERSION CONTROL

Revision	Date	Description
A	20/03/2025	Submission to EPA
B	21/03/2025	Redacted version for website with receiver addresses removed
C		
D		
E		

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# 1 PURPOSE

This report details the consultation undertaken by Ferrovial Gamuda Joint Venture (FGJV) to obtain community agreement for out of hours (OOH) for earthworks at Englands Rd and Isles drive from 6:00PM to 10:00PM Monday to Friday, and 1:00PM to 10:00PM Saturdays. The agreement period is up to July 2025.

This report has been prepared in accordance with EPL Condition E1.3 as detailed in Table 1 below.

TABLE 1: EPL REQUIREMENTS

Ref	Condition Requirement	Where Addressed
E1.3	The licensee must report to the EPA the community consultation and agreement process that was undertaken with the Community Affected Catchments.  This report to the EPA must be:	This Report
	a) prepared in writing;	
	b) detail the steps taken to fulfil the requirements of condition E1.2;	Section 4
	c) demonstrate that the Noise Sensitive Receivers understood the nature of the works and any predicted impacts, including that consideration was made of additional requirements relevant to the needs of culturally and linguistically diverse Noise Sensitive Receivers;	Section 4
	d) provide the script used during the community consultation with Noise Sensitive Receivers;	Section 4 Attachment C
	e) report community response and consent rates (including where no contact could be made) against the total community affected catchments, and must be broken down into response and consent rates based on sub-catchments that are delineated by affectation levels;	Section 5 Attachment B
	f) include a noise validation monitoring plan as required by E2.1; and	Section 6
	g) be submitted to the EPA at least 15 business days prior to any works that are the subject of the agreement being undertaken unless prior arrangements have been made with the EPA.	Noted.
A copy of the report must be:	Noted. Following EPA agreement, a copy of this report will be uploaded to the Project website.	
a) kept by the licensee for the duration of this licence including on the premises, and made available to an EPA authorised officer on request; and  b) be made available on the licensee's project website or another website approved in writing by the EPA for the duration of the OOHs permitted under condition E1.1. (Personal details of Noise Sensitive Receivers must be omitted).		

## 2 PROPOSED OOHW

In accordance with EPL Condition E1, FGJV has sought community agreement from noise sensitive receivers to work outside of approved construction hours on Englands Road and Isles Drive between the following hours where required to reduce the program of work by four weeks:

- 6:00PM to 10:00PM Monday to Friday, and/or
- 1:00PM to 10:00PM Saturdays

Activities associated with the proposed works include:

- Construction of foundation, UZF and SMZ, HB
- Seal,
- Concrete pavement & footpath pours,
- Barrier shifts
- Subsoil installation
- Kerb installation
- AC placement
- Linemarking

### 2.1 JUSTIFICATION

In this instance, works within the nominated area are impacted by interactions with local businesses and ROL restrictions. To date, this has caused delays in the projects program, as works can only be completed out of business hours.

The extended working hours at Englands Rd and Isles Drive will allow for project works to take place on weekdays, after business hours. This will prevent program critical activities from being delayed.

## 3 NOISE SENSITIVE RECEIVERS

A detailed noise impact assessment of all proposed works was undertaken using the Project's Noise Model Noisecheck to identify noise sensitive receivers predicted to experience noise levels above the daytime OOH noise management level (NML) and agreement would need to be sought from. A copy of the Noise Assessment Reports is included in Attachment A.

Several residential receivers shown in the Noisecheck report contained in Attachment A have been removed from the receiver list given they have been either demolished, not built yet (e.g. future Elements Estate development) or are not residential properties following ground truthing.

Following this ground truthing exercise, a total of 63 residential and 1 medical centre receivers were identified as noise affected for the proposed OOH construction on Englands Road and Isles Drive, and agreement was sought from them.

Predicted noise impacts are summarised in Table 2 and a more detailed breakdown at each receiver address is provided in Attachment B.

TABLE 2: PREDICTED NOISE IMPACT SUMMARY

Noise Category	dBA above NML	Affected receivers	Mitigation
Noticeable	<5	29	-
Clearly Audible	5 to 15	35	N, R1, DR
Moderately Intrusive	15 to 25	0	V, N, R1, DR
Highly Intrusive	>25	0	V, IB, N, R1, DR, PC, SN

## 4 CONSULTATION SUMMARY

All 64 noise sensitive receivers were emailed and/or letterbox dropped a copy of the letter detailing the Project’s request for community agreement as a first attempt to make contact (refer to Attachment C). This written agreement also formed the script used during the consultation and included the following details:

- Description of the different construction activities proposed consistent with Section 2 above;
- Proposal for OOH construction on Englands Rod and Isles Drive between 6:00PM and 10:00PM Monday to Friday, and 1:00PM to 10:00PM Saturdays where required
- Map showing the location of the proposed work;
- Summary of the noise levels predicted consistent with Section 3 above;
- List of plant and equipment to be used for the work;
- Mitigation measures to minimise impacts;
- Receiver’s ability to withdraw agreement at any stage during the work;
- Ongoing consultation process to ensure continuation of agreement throughout the program of work;
- Other out of hours work in the area;
- Project contact details.

Follow up phone calls, emails and door knocks were also made in second and third attempts to contact all residents.

Where a doorknock was made and the resident was not home, a sorry we missed you card was left asking the resident to get in contact with the Project Team to discuss the community agreement.

The letter requesting consideration of the proposal expressed that a non-response would be considered as agreement to the project’s proposed works.

## 5 COMMUNITY RESPONSE & CONSENT RATES

During the consultation period, the FGJV Community team made contact with 33 percent of the noise sensitive receivers (20 residents). Despite three attempts to make contact using a range of communication methods, 67 percent did not formally respond (44 residents). As detailed in the agreement letter in Attachment C, a non-response is considered to be agreement to the proposal.

As detailed in Table 3, formal agreement to undertake proposed OOH for evenings Monday – Saturday was 29.7 percent of receivers, and 1.5 percent did not agree. Of the 64 impacted receivers who did formally respond (20 receivers), 95% of residents did provide their agreement which constitutes a substantial majority.

Copies of the signed agreements will be submitted to the EPA along with this report.

A more detailed breakdown of the consultation undertaken with each receiver and their response is provided in Attachment B.

TABLE 3: COMMUNITY AGREEMENT SUMMARY

Total Affected Receivers	Agreement Received		Agreement Not Received		No Response Received	
	No.	%	No.	%	No.	%
64	19	29.7	1	1.5	44	68.8

## 6 NOISE VALIDATION MONITORING PLAN

Noise validation monitoring has previously been completed for asphaltting works at Bridge 19. Monitoring will be undertaken if complaints are received in accordance with the Project’s approved Construction Noise and Vibration Monitoring Program (Appendix 7 of the Construction Noise and Vibration Management Plan).

# ATTACHMENT A – NOISE ASSESSMENT REPORTS

REDACTED

**ATTACHMENT B – NOISE SENSITIVE RECEIVER  
CONSULTATION AND RESPONSE SUMMARY TABLE**

No.	Receiver Address	NCA	NML	Predicted Impacts			Consultation Summary					
				Prediction (dBA)	Exceedance	Noise Category	Contact Made?	1st Attempt	2nd Attempt	3rd Attempt	Agreement Obtained?	
1	REDACTED			45	1	Noticeable	Yes	Emailed 21/02/2025				Yes
2				51	8	Clearly Audible	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
3				47	3	Noticeable	Yes	Emailed 21/02/2025				Yes
4				72	2	Noticeable	Yes	Emailed 21/02/2025				Yes
5				72	2	Noticeable	Yes	Emailed 21/02/2025				Yes
6				46	1	Noticeable	Yes	Letterbox dropped 21/02/2025				Yes
7				51	8	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
8				49	4	Noticeable	No	Agreement left at reception	attempted to call	Spoke to reception and left agreement		No Response
9				46	6	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
10				46	6	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
11				46	6	Clearly Audible	Yes	Emailed 21/02/2025	Phone call 04/03/2025			Yes
12				47	7	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
13				49	9	Clearly Audible	Yes	Emailed 21/02/2025	Phone call 04/03/2025			Yes
14				47	7	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
15				47	7	Clearly Audible	Yes	Emailed 21/02/2025				Yes
16				45	5	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
17				45	5	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
18				45	5	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
19				44	4	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
20				43	3	Noticeable	Yes	Emailed 21/02/2025				Yes
21				45	5	Noticeable	No	Emailed 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
22				44	4	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
23				45	5	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
24				45	5	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
25				45	5	Noticeable	Yes	Emailed 21/02/2025	Phone call 05/03/2025			Yes
26				43	3	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
27				46	6	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 - will respond to email	Doorknock PM 14/03/2025		No Response
28				46	10	Clearly Audible	Yes	Emailed 21/02/2025	Phone call 05/03/2025			Yes
29				45	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
30				45	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
31				47	11	Clearly Audible	Yes	Letterbox dropped 21/02/2025	Phone call 04/03/2025			Yes
32				46	10	Clearly Audible	No	Emailed 21/02/2025	Phone call 04/03/2025 l/m	Doorknock PM 14/03/2025		No Response
33				51	15	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
34				51	15	Clearly Audible	No	Emailed 21/02/2025	Phone call 04/03/2025 l/m	Doorknock PM 14/03/2025		No Response
35				51	15	Clearly Audible	No	Emailed 21/02/2025	Phone call 04/03/2025 l/m	Doorknock PM 14/03/2025		No Response
36				39	3	Noticeable	Yes	Emailed 21/02/2025	Phone call 05/03/2025			Yes
37				44	8	Clearly Audible	Yes	Emailed 21/02/2025				Yes
38				41	5	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
39				44	8	Clearly Audible	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
40				41	5	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
41				44	8	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
42				43	7	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
43				38	2	Noticeable	Yes	Letterbox dropped 21/02/2025	Phone call 05/03/2025 - unable to leave message	Doorknock PM 14/03/2025		Yes
44				38	2	Noticeable	Yes	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		Declined
45				41	5	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
46				42	6	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
47				43	7	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
48				43	7	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
49				45	5	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
50				38	2	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
51				41	1	Noticeable	Yes	Emailed 21/02/2025	Phone call 07/03/2025			Yes
52				38	2	Noticeable	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM			No Response
53				38	2	Noticeable	Yes	Letterbox dropped 21/02/2025	Phone call 07/03/2025			Yes
54				39	3	Noticeable	No	Emailed 21/02/2025	Phone call 7/03/2025 l/m	Doorknock PM 14/03/2025		No Response
55				51	11	Clearly Audible	No	Letterbox dropped 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
56				49	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 04/03/2025	Emailed 04/03/2025 (requested by owner)		No Response
57				49	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
58				49	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
59				50	10	Clearly Audible	No	Emailed 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
60				49	9	Clearly Audible	Yes	Emailed 21/02/2025	Phone call 05/03/2025			Yes
61				49	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
62				48	8	Clearly Audible	No	Emailed 21/02/2025	Doorknock 05/03/2025 AM	Doorknock PM 14/03/2025		No Response
63				49	9	Clearly Audible	No	Emailed 21/02/2025	Phone call 05/03/2025 l/m	Doorknock PM 14/03/2025		No Response
64				49	9	Clearly Audible	Yes	Emailed 21/02/2025	Phone call 05/03/2025			Yes



**ATTACHMENT C – COMMUNITY AGREEMENT LETTER  
TEMPLATE**

Resident

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## Re: Agreement to work outside of approved construction hours on Englands Road and Isles Drive for the Coffs Harbour bypass

The Australian and NSW Governments are investing in the 14-kilometre Coffs Harbour bypass project. The bypass will boost the regional economy and improve connectivity, road transport efficiency and safety for all motorists.

As part of major construction, the project will soon be moving traffic into different lanes to allow construction to continue in this area. These traffic changes will include:

- Highway northbound motorists moving onto the new western service road lanes
- Highway southbound motorists moving onto the existing highway northbound lanes
- Building of a temporary roundabout south-west of the current Pacific Highway and Englands Road intersection.

Once we have completed these traffic changes, the project will be building at the current Pacific Highway and Englands Road intersection and on the existing highway southbound carriageway.

To reduce the duration of this work needed to make the upcoming traffic changes by four weeks, we are seeking your agreement to extend our construction hours between **Monday and Friday from 6pm to 10pm** and on **Saturdays from 7am to 8am and 1pm to 10pm until July 2025**.

Our project's approved construction hours are Monday to Friday between 7am and 6pm, and Saturdays between 8am and 1pm.

The activities covered in this proposed agreement are foundation and earthworks, relocating concrete barriers, laying new pavements (including asphalt and concrete), installing kerb and line-marking.

Under the project's Ministerial Conditions of Approval, the team can work two nights and then provide a night of respite. We can also seek agreement from noise impacted community members to not provide respite and work outside of approved construction hours. The project is required to have agreement from a substantial majority to progress with these activities.

### Noise levels

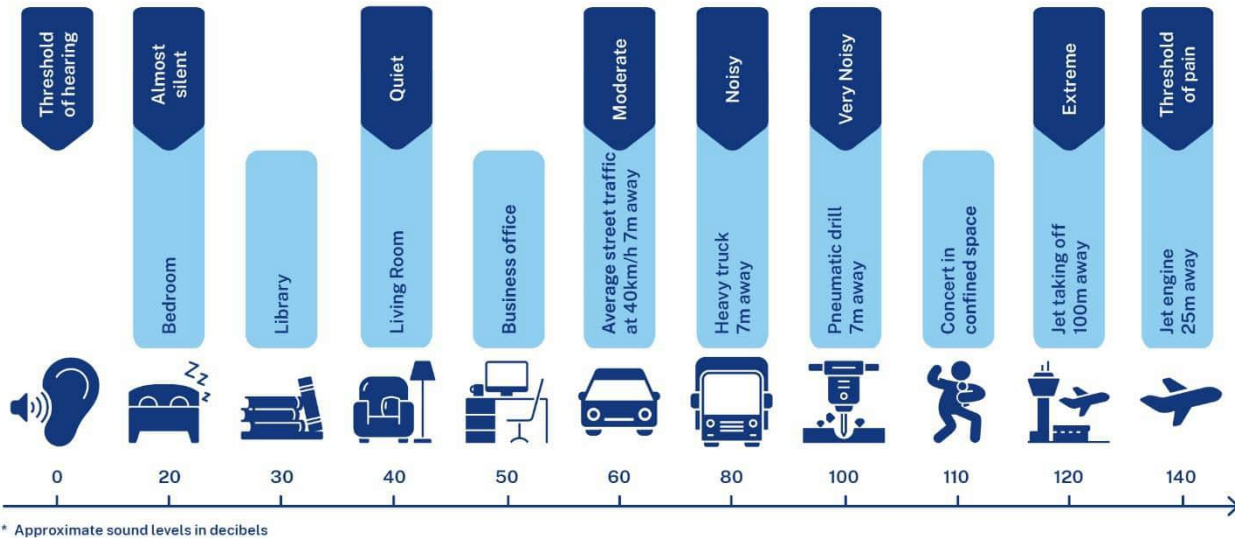
Equipment to be used for this work will include light and heavy vehicles, excavators, cranes, tipper trucks, vac truck, smooth drum roller, pad foot roller, grader, vibration plate, concrete vibrator, kerb and barrier paving machine, road profiler, line-marker, concrete trucks and pump, asphalt paver, water carts, rigid body trucks, spray seal truck, semi-trailers and traffic control vehicles within the project boundary.

We have assessed the environmental impacts of this work, and it will only result in changes to noise levels. The predicted noise levels are expected to be quiet to moderate. We have provided an illustration of comparative noise levels on the next page. This work should not be overly intrusive to your outdoor amenity.

To ensure compliance and mitigate impacts of this work, we will:

- Consult with directly impacted residents ahead of the work starting and during work
- Monitor noise levels, dust and vibration
- Turn off plant and machinery when not in use
- Position plant and equipment as far from nearby neighbours as possible.

### Comparison of noise levels



### Seeking your agreement

This program of work is a proposal we are seeking your agreement for. You are under no obligation to sign these agreements. By signing this document, you confirm that you agree to one or all of the programs of work between March 2025 and late July 2025 as outlined in this letter.

We will make three attempts to contact you about this agreement. Please note that if we do not receive a response from you by 9am Friday 7 March 2025, we will consider this as agreement to our full proposal.

At any point you can withdraw this agreement by contacting the project team.

### Contact

If you have any questions or a complaint, please contact the project team on 1800 550 621 or [community@chbteam.com.au](mailto:community@chbteam.com.au)

### Translating and interpreting service



If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 550 621

## Locations of work

I have updated 😊



**Conditions of agreement**

**Agreement for work outside of approved construction hours between Monday and Friday**

**Name:** \_\_\_\_\_

As the property owner/tenant of 3 Haven Close I agree/do not agree to the Coffs Harbour bypass project’s proposal to extend construction work hours on **Monday to Friday between 6pm to 10pm until late July 2025.**

I understand that this will reduce the duration of the current construction program in this area by four weeks.

If this program is interrupted by rain, the project team must provide me with information to explain the changes and impacts.

I agree/do not agree to a copy of this document being provided to the NSW Environmental Protection Agency and the NSW Department of Planning, Housing and Infrastructure.

I understand that I can withdraw this agreement at any time.

**Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Agreement for work outside of approved construction hours on Saturdays**

**Name:** \_\_\_\_\_

As the property owner/tenant of 3 Haven Close I agree/do not agree to the Coffs Harbour bypass project’s proposal to extend construction work hours on **Saturdays between 7am and 8am and 1pm to 10pm until late July 2025.**

I understand that this will reduce the duration of the current construction program in this area by four weeks.

If this program is interrupted by rain, the project team must provide me with information to explain the changes and impacts.

I agree/do not agree to a copy of this document being provided to the NSW Environmental Protection Agency and the NSW Department of Planning, Housing and Infrastructure.

I understand that I can withdraw this agreement at any time.

**Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_